1. UBC pre-medicine student Kathryn Porter was awarded a 1989 Educational Assistance Fund Bursary.

2. When James Tainsh was struck by a car, the Public Trustee, as his Committee, hired legal representation to ensure that he received adequate compensation for his injury. The Public Trustee continues to act as Committee of Mr. Tainsh's financial and legal affairs.

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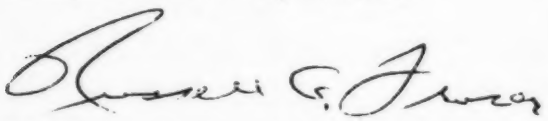
In June 1989, my Ministry announced an extensive initiative to make the Office of the Public Trustee more accessible, reliable, responsive and efficient. In just one year, we have made remarkable progress.

We have created a new level of excellence in service delivery that ensures all British Columbians simple, quick and consistent access to the special assistance and protection of the Public Trustee. Through advanced computer technology, we have streamlined Public Trustee reporting systems and simplified the issuing of cheques to our clients.

By reorganizing estate administration procedures, we have established uniform service delivery across the Province. By creating a special current account within general revenue, we have increased our financial flexibility by redirecting all Public Trustee revenues back into client services. And, through the Public Trustee Educational Assistance Fund, we have begun to support the dreams and aspirations of some very special young people in our province.

I am proud of what the Office of the Public Trustee has accomplished this year and I look forward to further, new and innovative accomplishments in the year ahead.



The Honourable Russell G. Fraser,
Attorney General

Managing our own financial and legal affairs is a right most of us take for granted. But some British Columbians are unable to protect their own resources or act in their own best interests. These people are vulnerable in our society, open to abuse from a variety of sources. The Office of the Public Trustee works to protect people who cannot protect themselves.

Right now, the Office handles 24,000 cases annually. Over the next ten years, that caseload could potentially double. The number of British Columbians over the age of 65 is expected to rise from 395,000 to 525,000 by the year 2000. B.C.'s policy for de-institutionalizing the mentally ill and mentally handicapped will also increase our caseload.

We began restructuring the Office of the Public Trustee in order to improve the overall quality of our service and to prepare for significantly increased demands on our services. This restructuring is based on the principle that all our clients deserve an efficient, accessible and friendly service that fosters both independence and self-determination.

This report details the accomplishments of the Office of the Public Trustee over the past year and points the way to an even more positive future.

Myrna Hall
Public Trustee

Our Mission

The Office of the Public Trustee in British Columbia is a division of the Ministry of Attorney General. Operating under provincial legislative authority, the Public Trustee works to protect the financial interests and legal rights of minors, the mentally incapable, deceased and missing persons when there is no one else willing and able to act on their behalf.

Our Services

The services of the Office of the Public Trustee stem from the concept that society has a duty or responsibility to care for members of society who are unable to care for themselves.

Our Philosophy

The Office of the Public Trustee recognizes that people who cannot manage their own financial and legal affairs are vulnerable in our society. The Office strives to promote family responsibility in securing appropriate protection for these people and for their estates. We attempt to maximize the personal independence of our clients and encourage our clients, their families and the community to participate in our work.

"As Committee of the Estate, the Public Trustee ensures that the assets of the mentally incapable person are protected from anyone trying to take financial or legal advantage."

Minors:

The Public Trustee is appointed by the court or by statute to act as Official Guardian for any minor who does not have a legal guardian. Appointed as Official Guardian, the Office works to protect and manage the minor's estate and ensure that all legal claims and other benefits are pursued until the minor reaches legal age and can act independently.

In addition, the Office of the Public Trustee:

- acts as trustee, invests and manages any funds for minors paid to the Public Trustee by statute, court order, will or deed;
- administers funds paid into court for minors through court orders and law suit settlements;
- reviews and makes recommendations on all settlements of law suits involving minors;
- investigates and takes appropriate corrective action on any alleged financial abuse of minors;
- pursues or defends any form of legal claim on behalf of minors, when no one else is able to act.

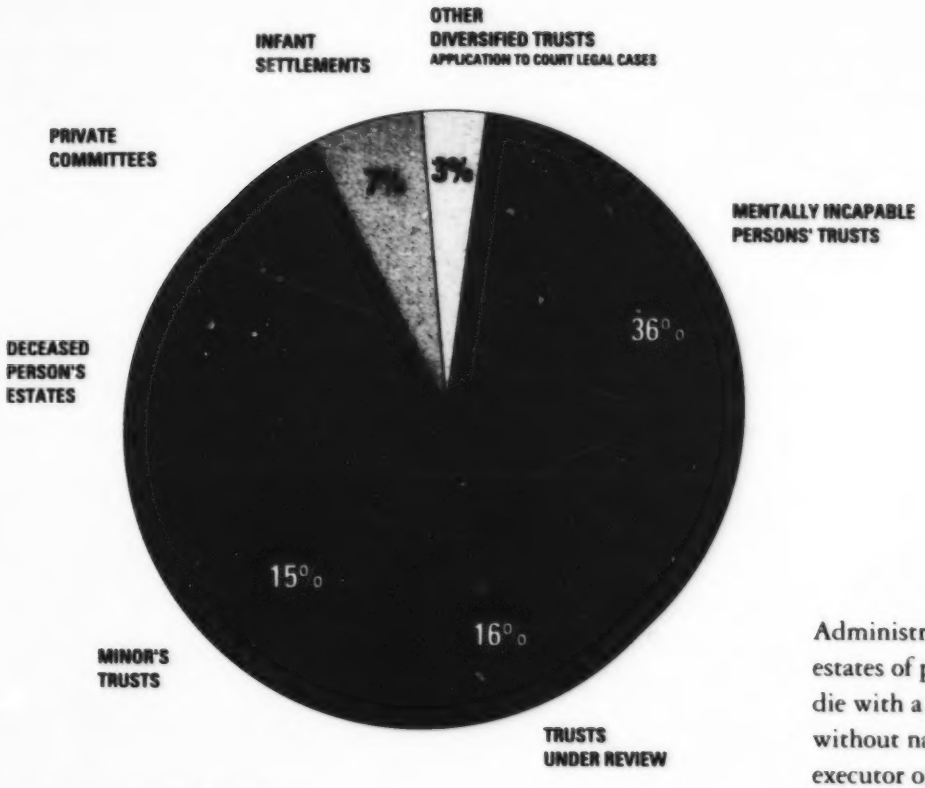
Mentally Incapable Persons:

The Public Trustee can be appointed by the Supreme Court, or through a certificate of incapability from a certified Mental Health Centre, as Committee of the Estate to manage the financial and legal affairs of a person deemed mentally incapable of acting on his or her own behalf. The Public Trustee is appointed Committee (pronounced Kom/mi' tea) only when there is no friend or relative willing and able to act.

As Committee of the Estate, the Public Trustee ensures that the assets of the mentally incapable person are protected from anyone trying to take financial or legal advantage of the individual. Our services can be as simple as paying bills or arranging for the purchase of a new television set, or as complex as engaging a competent and skilled manager to oversee an active business.

Under special circumstances, the Public Trustee will act as Committee of the Person for someone who cannot take care of his or her own health care needs and has no one else willing and able to act. The Public Trustee will also assist in the management of financial and legal affairs when

CLIENT CASES BY TYPE OF SERVICE



appointed under a Power of Attorney by a person who is legally capable, but needs assistance.

In addition, the Public Trustee:

- reviews the accounts of all Private Committees appointed by the Supreme Court to represent mentally incapable persons;

- reviews all applications for Private Committeeship and makes recommendations to court on bonding or other restrictions for Private Committees;

- reviews and investigates trusts and takes appropriate corrective action on any alleged financial abuse of mentally incapable persons or minors.

Deceased and Missing Persons:

The Public Trustee acts as Official Administrator for the estates of people who die without leaving a will and without heirs living in B.C. who are willing and able to act. The Public Trustee also acts as Official Administrator for the estates of people who die with a will, but without naming an executor or beneficiaries who are willing and able to assume the administration of the estate.

As Official Administrator, the Public Trustee conducts a thorough search for heirs, establishes the rights of the heirs to share in the estate and distributes the assets of the estate.

The Public Trustee will also act as the executor of a will when appointed by the person making the will, and manages the estates of missing persons until they are either found or legally declared dead.

"...establishing a special account for the Office of the Public Trustee enables us to redirect the revenue we receive for our services back into client services."

In June 1989, the Office of the Public Trustee established very specific goals and objectives for providing better service to British Columbians who need our special assistance and protection.

Through a series of new policies, programs and legislation, we are substantially improving the ways in which we respond to the unique needs of our clients, their families and the community.

State-of-the-Art Computer Technology

We have installed a state-of-the-art computer system. This new system has provided us with a base for improved services to our clients. With it, we have decreased the time needed to answer client inquiries, distribute estates, deposit client funds, process cheques and issue payments to suppliers. Sophisticated computer technology has also streamlined estate management reporting procedures in all regions of the province, leading to faster, more efficient service to our clients.

Self-Financing

In 1989/90, new legislation was introduced establishing a special account for the Office of the Public Trustee. This special financial account operates within the provincial government's Consolidated Revenue Fund and enables us to redirect all the revenue we receive in fees and commissions for our services back into client service. This has enhanced our service delivery capability.

Strengthened Estate Administration Services

In 1989/90, the Public Trustee became the Official Administrator for the province. The Office now provides administrative services to all British Columbians listed as missing or who die without naming an executor willing and able to act on their behalf. New legislation allows the Public Trustee to appoint Deputy Official Administrators to provide regional estate administration services. Under this legislation, the Public Trustee ensures that uniform service standards are met, providing greater protection for heirs, beneficiaries and the general public.

Public Trustee Educational Assistance Fund

In June 1989, the Public Trustee established the Public Trustee Educational Assistance Fund designed to assist young British Columbians who have been wards of the province to reach their educational and career goals. In February 1990, we awarded a total of $17,300 to eight students. Five women and three men received the awards to help with school fees, books, maintenance and transportation costs. The fund - which currently totals $420,000 - comes from the proceeds of three bequests made to charitable organizations that are no longer operating. Interest earned on the principal in the fund is used to provide a number of annual bursaries of up to $2,500 each. We are actively encouraging further bequests so that even more deserving students can benefit from this Fund.

Canadian Public Trustee's Conference

In June 1989, the Office hosted a conference for Public Trustees and Public Guardians of both Canada and England. Representatives from all Canadian provinces and territories attended. The conference, held every two years in different locations across the country, discusses topics of mutual interest and concern. The 1989 conference focused on three key issues: technology, guardianship and investment strategies. All participants viewed the conference as a resounding success.

"New legislation allows the Public Trustee to appoint Deputy Official Administrators to provide regional estate administration services."

In the next year, the Office of the Public Trustee will move to new premises. From our new location, we plan to build on the accomplishments of 1989/90 by implementing four new initiatives:

Improved Support for Private Committees

A Private Committee - usually a friend or relative - is a person appointed by the court to take responsibility for a mentally incapable person's financial and legal affairs. It is not an easy job. Private Committees are required to keep detailed records and to formally submit their accounts to the Public Trustee every second year. In 1990/91, the Office will introduce expanded education programs and specially designed accounting procedures to assist Private Committees in their duties.

Enhanced Trust Administration

In 1990/91, the Office of the Public Trustee will reorganize the delivery of trust administration services to establish a new standard of delivery across the province. The Office will set new service goals and performance measures, and will also address regional service delivery needs.

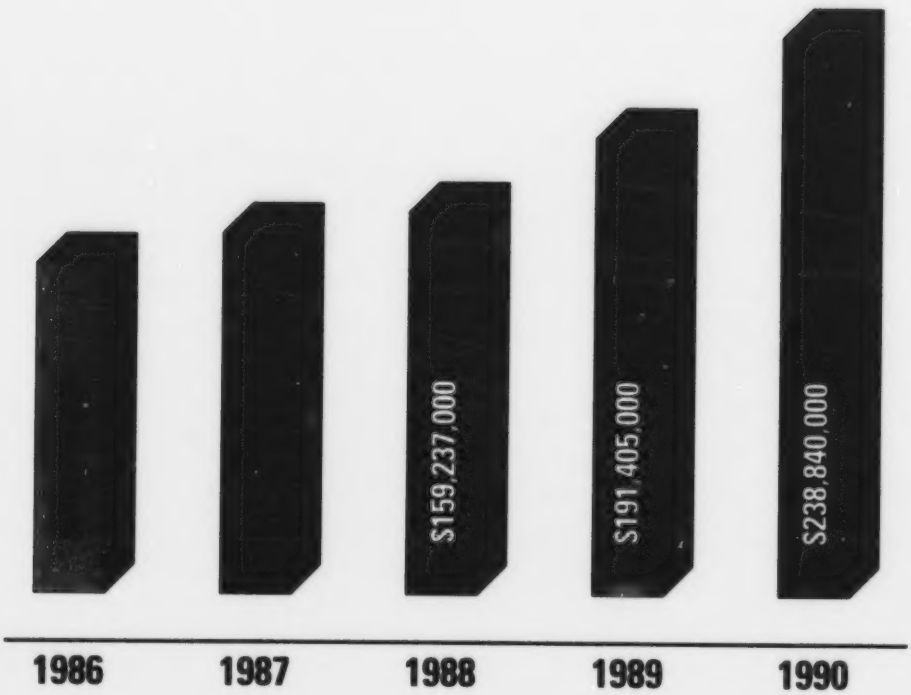
A New Appeal Process

Right now, there is no formal mechanism through which clients and their families can resolve their concerns about the Office's case management decisions. Within the next year, the Office of the Public Trustee will introduce a new appeal mechanism to quickly bring these concerns to the attention of the Public Trustee.

Better Public Communication

To be effective, the Office of the Public Trustee must ensure good communication with the public. Our new visual identity represents a first step towards enhanced communication. Over the next year, we will produce a series of new, plain language brochures designed to clearly describe our services and our work. In addition, we will hold a series of public information meetings across the province and provide public information at conferences. Our intention is to provide agencies, volunteer groups, clients and their families with improved information and assistance and to increase awareness of and access to our services.

10 ***CASH AND TEMPORARY INVESTMENTS ADMINISTERED BY THE OFFICE OF THE PUBLIC TRUSTEE 1986-1990***



AS AT MARCH 31:

CASH AND TEMPORARY INVESTMENTS OVER THE PAST 5 YEARS

Balance Sheet as at March 31, 1990

(Unaudited)

(In Thousands)	*1990*	*1989*
Assets		
Cash and Temporary Investments (Note 2)	$ 238,840	$ 191,405
Funds Held in External Accounts	4,801	3,874
Accounts Receivable	5,113	3,834
Pensions, Annuities and Insurance	2,140	1,678
Securities and Investments	30,436	25,658
Jewellery and Collectibles	175	81
Real Properties	32,398	31,665
Vehicles	300	172
Household/Personal Effects and Other Assets	1,000	947
	$ 315,203	$ 259,314
Liabilities		
Fees and Commissions Payable to the Public Trustee	$ 2,374	$ 2,758
Cost Reimbursements to the Public Trustee (Note 3)	252	125
	2,626	2,883
Mortgages and Agreements Payable	484	417
Notes, Loans and Other Payables	122	452
	606	869
Excess of recorded value of Assets over Liabilities	311,971	255,562
	$ 315,203	$ 259,314

12 *ESTATES AND TRUSTS UNDER THE ADMINISTRATION OF THE OFFICE OF THE PUBLIC TRUSTEE*

Statement of Cash Receipts and Disbursements
For the Year Ended March 31, 1990

(Unaudited)

	(In Thousands)	
Receipts:		
Proceeds from Asset Dispositions and Realization of Receivables	$ 34,191	
Pensions, Compensation and Assistance	26,602	
Funds Transferred from Official Administrators (Note 4)	22,580	
Pooled Investment Income (Note 5)	21,992	
Canadian Interest and Dividends	5,005	
Other Income	7,832	
Total Receipts		$ 118,202
Disbursements:		
Living and Personal Expenses	$ 24,134	
Funds Distributed to Heirs and Beneficiaries	23,477	
Commissions and Costs Paid to the Public Trustee	5,333	
Professional Services	2,879	
Burial and Estate Settlement Expenses	1,506	
Funds Escheated to the Crown (Note 6)	1,502	
Medical, Dental and Other Health Care Expenses	595	
Other Expenses	11,341	
Total Disbursements		70,767
Excess of Receipts Over Disbursements		$ 47,435
Cash and Temporary Investments, Beginning of Year		191,405
Cash and Temporary Investments, End of Year		$ 238,840

Notes to Financial Statements
Year Ended March 31, 1990

(Unaudited)

Reporting Entity

Under the authority of a number of statutes, estates and trusts are administered and managed by the Office of the Public Trustee. The Public Trustee acts on behalf of mentally incapable persons, deceased persons, minors and missing persons. The Public Trustee is considered to be an appointment of last resort and provides a public service where no one else is willing and able to act.

1. Significant Accounting Policies

a) The financial statements are prepared on an accrual basis of accounting.

b) Asset valuation is generally based on approximate net realizable value at the commencement date of trusteeship, which is the date of death for estate administration and date of appointment for trust administration. When such value is not readily available or is inappropriate, a nominal value of $1 is used.

c) Temporary investments consist of units in the Province of British Columbia Pooled Investment Portfolios. Units are carried at the cost of acquisition adjusted by income attributed to the units and realizable upon the sale of the units.

d) Prior to April 1, 1988, Fees and Commissions Payable to the Public Trustee were recorded as liabilities in the trust accounts. The settlement of these liabilities occurs at the conclusion of the trusteeship. Fees and Commissions Payable to the Public Trustee represent the aggregate value of these liabilities.

Effective April 1, 1988 commissions are payable to the Public Trustee upon receipt of clients' cash proceeds. Consequently, the aggregate value of these liabilities is expected to decrease in subsequent years.

2. Cash and Temporary Investments

(In Thousands)	*1990*	*1989*
Cash	$ 100	$ 495
Temporary Investments	$ 238,740	$ 190,910
	$ 238,840	$ 191,405

Units in Pooled Investment Portfolios are managed by Provincial Treasury, Ministry of Finance and Corporate Relations.

As at March 31, 1990, the market value of the units was $238,477,000 (1989 - $191,163,000).

Notes to Financial Statements
Year Ended March 31, 1990

(Unaudited)

3. *Cost Reimbursements to the Public Trustee*

This represents the obligations of the trust accounts to repay temporary advances made by the Office of the Public Trustee on their behalf.

4. *Funds Transferred from Official Administrators*

Effective November 1, 1989, the Public Trustee was appointed the Official Administrator of the Province.

The funds transferred represent the balance of intestate estates administered previously by former Official Administrators.

5. *Pooled Investment Income*

Income from Pooled Investments is apportioned to trust accounts on the basis of their respective accumulated daily ending balances.

The average annual effective yield for the year was 12.55% (1989 - 10.08%).

6. *Funds Escheated to the Crown*

Under the Unclaimed Monies Act, all monies held in the trust accounts that have been deemed inactive for a period of ten years are transferred to the Consolidated Revenue Fund of the Province.

During the year, the amount transferred to the Province was $1,502,000 (1989 - $551,000).

7. *Comparative Figures*

Due to the implementation of a new trust accounting system on November 1, 1988, the 1989 comparative figures for the Statement of Cash Receipts and Disbursements are not available.

For the Year Ended March 31, 1990

(Unaudited)

(In Thousands)

Balance, April 1, 1989			$ 0
Add:			
Commissions		$ 4,977	
Interest on Inactive Estates		1,658	
Fees		257	
Cost Recoveries		85	
Miscellaneous		53	
			7,030
Less:			
Salaries & Benefits		$ 3,252	
Operating Costs:			
Building Occupancy Charges	$ 786		
Other Professional Services	421		
Clients' Property Management	378		
Computer System Support and Expenses	368		
Deputy Official Administrators Services	338		
Legal Services	247		
Other Operating and Administrative	193		
Telecommunication	133		
		2,864	
Asset Acquisitions		196	
Other Expenditures		29	
			6,341
			$ 689
Add: Statutory Transfer (Note A)			1,462
Balance, March 31, 1990			$ 2,151

This Special Account was created by authority of the Public Trustee Amendment Act, 1989. Administered by the Ministry of Attorney General, the purpose of the account is to provide services to the clients of the Public Trustee, including those incapable of managing their own affairs, deceased estates where no other person is willing and able to act, minors in receipt of settlements, and missing persons. Revenue represents fees and commissions paid by clients of the Public Trustee for services rendered, and interest on inactive estates. Expenditures are for costs directly related to the provision of services to clients and for administration.

Prior to the creation of the Special Account, expenditures of the Office of the Public Trustee were included in the Ministry of Attorney General's voted appropriations. Therefore, figures for the previous year are not presented for comparative purposes.

Note A: Statutory Transfer represents the net commissions receivable by the Public Trustee as at March 31, 1989 ($2,758,000 less $1,296,000 allowance for doubtful accounts) transferred from the Ministry of Attorney General account to the Office of the Public Trustee Special Account.

PROVINCE OF BRITISH COLUMBIA
MINISTRY OF ATTORNEY GENERAL
OFFICE OF THE PUBLIC TRUSTEE - SPECIAL ACCOUNT

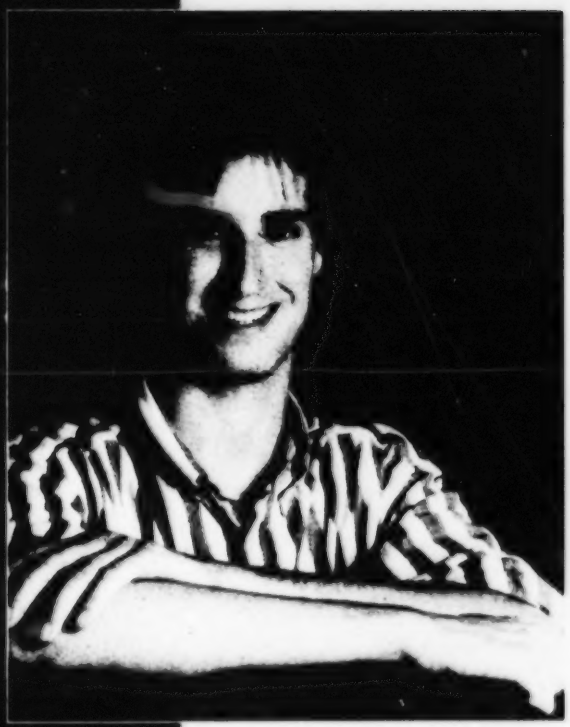
Schedule of Sources of Revenue
For the Year Ended March 31, 1990

(Unaudited)

(In Thousands)	Commissions and Cost Recoveries (Note B)	Fees	Others	Total
Administration Fees:				
Mentally Incapable Persons' Trusts	$ 3,302			$ 3,302
Deceased Persons' Estates	1,149	$ 1		1,150
Minors' Trusts	398	14		412
Diversified Trusts	128			128
	4,977	15		4,992
Cost Recoveries	85			85
Monitoring Fees:				
Private Committees		95		95
Infant Settlements		89		89
Applications to Court under Specific Acts		58		58
		242		242
Other:				
Interest on Inactive Estates (Note C)			1,658	1,658
Miscellaneous			53	53
	$ 5,062	$ 257	$ 1,711	$ 7,030

Note B: The total commissions and cost recoveries of $5,062,000 as recorded in the Special Account differs from the commissions and costs of $5,333,000 paid to the Public Trustee as recorded in the Estates and Trusts under the Administration of the Office of the Public Trustee, Statement of Cash Receipts and Disbursements by $271,000. The variance was mainly due to year end adjustments of commissions and costs payable to the Public Trustee.

Note C: The Minister of Finance and Corporate Relations, under the authority of Section 13 of the Public Trustee Act, directs the payment of investment income earned by the inactive estates to the Special Account.



3. *With the help of the Educational Assistance Fund, Paul Hansen looks forward to completing studies that will qualify him as a Computer Maintenance Technician.*

4. *A motor vehicle accident left eight year old Heather Van Egdom physically disabled. The Public Trustee's Office worked cooperatively with community and corporate agencies to build a special needs house. As a result, Heather is now able to live with her family and enjoy a greatly enhanced quality of life.*

The Public Trustee operates within legislative authority and jurisdiction provided for under the:

Public Trustee Act

Infants Act

Wills Variation Act

Patients Property Act

Trustee Act

Family and Child Services Act

Power of Attorney Act

Trust Variation Act

Estate Administration Act

Estate of Missing Persons Act

Financial Administration Act

Other Acts that directly or indirectly affect the operations of the Office of the Public Trustee are the:

Canada Pension Plan Act

Community Care Facility Licensing Act

Company Act

Criminal Injury Compensation Act

Escheat Act

Family Compensation Act

Family Relations Act

GAIN Act

Health Act

Hospitals Act

Hospital Insurance Act

Human Rights Code

Income Tax Act

Indian Act

Insurance Act

Land Title Act

Limitation Act

Mental Health Act

Old Age Security Act

Residential Tenancy Act

Vital Statistics Act

Wills Act

Workers Compensation Act